

QUESTPERKS REFERRAL BOOKINGS

Resortquest Northwest Florida wants to reward your efforts for bringing reservations to your unit or any other unit within ResortQuest. Earn a commission for any Reservation you refer to ResortQuest. Here's how:

ADVERTISE YOUR UNIT AND WE'LL TAKE THE RESERVATIONS

This part of the QuestPerks Referral program takes all of the work of making a reservation in your unit off of you.

If you like to advertise your unit on a website or any other way, our toll free numbers can now be placed directly on your established site, placing the work of negotiating availability and rates on our Reservations staff. You will be assigned a "Booking Code" that you can advertise anywhere, that will be specific to your unit enabling the Reservationists to go directly to your unit for booking. If you have multiple units on our rental program the Reservation Agents will have the ability to cross sell to one of your other units if the unit the guest is requesting is not available. If your units are booked, you will still earn a commission if the caller books an alternative unit. Contact your Rental Manager to be assigned a "Booking Code". They will need the website you are advertising on and any discount you would like to offer on your unit not to exceed 20%. They will contact you with the "Booking Code" and the toll free number to advertise.

If you prefer to handle your reservations yourself, you will need to call the reservation into our QuestPerks Department at 888-909-6801. We are open 9am-5pm central time, 7 days a week. If you want to book your unit when our office is not open, you do have the option of making an owner reservation to hold your unit for your guest until our office is available. We will cancel the owner reservation and rebook it as a QuestPerks Referral booking. We also have an e-mail address that you can send your requests to:

nwflres@resortquest.com

If you choose to book a guest **in your unit only** at a discount over 20% you must make this reservation yourself directly with the QuestPerks Department. You may discount the guest as much as you like. However, if you discount over 20% and the unit sells, and the new owner will not honor your discount or if the guest must be moved due to maintenance issues, guest dissatisfaction with the unit or sale of the unit, you must agree to pay for the difference in rates if we have to move the guest to another unit or property. We do not allow you to charge the guest more than our published rates. This could cause conflict between your guest and other ResortQuest guests and is not in the spirit of the QuestPerks Referral program.

When a guest is booked in your unit, unit assignment will be guaranteed unless there are maintenance problems with your unit or the property itself that will not allow us to let the guest stay.

With ResortQuest Northwest Florida, **you will be paid a 15% commission on the gross rent** only, of any reservation booked via your "Booking Code" or any reservation you book directly with the QuestPerks Department. Monthly reservations are not eligible. Other ResortQuest locations pay a 10% commission. We will send you commissions check once a month after the monthly payout to owners has been made. This will be separate from your statement. If you receive commission over \$600 you will be sent a

1099 at the end of the year for tax purposes. Your check must be made payable to you in the same name as your rental revenue checks are made payable. There are some ResortQuest companies cannot legally pay commission in their state and will credit your owner account 10% or issue ResortQuest gift certificates instead.

If you choose to, you can pass your commission on to the guest.

Reserved nights captured through your efforts or "Booking Code" will not count against your rotation. Your unit will continue to be in its normal rotation for bookings generated through the efforts of our Sales & Marketing Team

If you are booking a Reservation directly with the QuestPerks Department, you will need the following information from the guest:

Name, Address, Phone # and a major credit card. We accept MasterCard, Visa, American Express and Discover. We will also need to know the number of adults and the number of children in the party. We do not rent to singles under 25 years without a parent or guardian. (See Rental Conditions) During spring break we will require the names and ages of all guests that will be staying in the unit. It also helps us to know the estimated time of arrival for the guest. Remember that check in is after 3pm and check out is 10am. We cannot request early check in or late check outs.

Call our office and we will check availability and rates for your guest. You will be quoted a nightly rate and total for the guest. We charge the nightly rate plus a 5% reservation fee (paid to ResortQuest to cover administrative costs) plus the appropriate tax for the county the guest will be staying in. (The reservation fee at some Panama City locations is 6%). The guest will also be charged a damage waiver of \$25 for 2 or 3 night bookings and \$50 for 4 nights or longer. Guests also have the option of buying Travel Insurance at a cost of 6% of the total of their reservation. The Damage Waiver and Travel Insurance are explained in detail in the Rental Conditions.

We have a 3 night minimum company wide with a couple of exceptions. We will take 1 or 2 night bookings when we are within 2 weeks of arrival. The rates are higher on a 1 or 2 night stay. We have 1 to 2 night rates, 3 to 6 night rates and weekly rates if the guest stays 7 nights or longer. Some units may require specific minimum stays, for example Saturday to Saturday.

If booking directly with the QuestPerks Department, when a booking is made we will give you a reservation number for it. Refer to this number if you have any inquires regarding the reservation. We require a 15% advance payment to be able to book and secure a reservation. We calculate the 15% on the grand total of the reservation. This will apply to their rent and their balance will be due on arrival for condos, 60 days prior to arrival for houses and Penthouses, and 120 days prior to arrival for premier homes. We prefer to take the advance payment on a credit card or the guest can mail it to: ResortQuest, 546 Mary Esther Cut Off, Ste 3A, Fort Walton Beach, Florida 32548. They should put their reservation number on the check. The payment is due 10 days from the day the reservation is booked or the reservation will be cancelled. If the guest is uncomfortable giving you their credit card number, it is ok to have the guest call it into us, but the owner must set up the reservation first.

When booking directly with the QuestPerks Department the owner booking the reservation will be sent a confirmation to pass on to his guest. We can e-mail, fax or mail the owner this confirmation. It is the owner's responsibility to advise the guest of cancellation policies, check in location and check in and check out times. These policies are listed on the attached Rental Conditions. We DO NOT allow early check in or late checkouts. The Rental Conditions are also printed on the confirmation to the guest. You cannot waive our payment, change or cancellation policies.

If you choose to book a QuestPerks Referral reservation at another RQI Company, you can contact your QuestPerks Coordinator for the contact information for the QuestPerks Coordinator for the RQI Company you wish to book with.